

Secure Hub Setup for iOS Devices

Before you begin:

- Jailbroken or rooted devices will not work
- Citrix has rebranded their Worx suite of apps. Worx Mail and Secure Mail are the same application. On your phone's app list, you will see Secure Mail. Inside of the Citrix Secure Hub, apps are referred to as Worx Mail, etc.
- The difference between Apple OS versions may require different steps. Install the app like you would other apps from the store. When in doubt, answer in the affirmative.
- You will be required to create a device pass code during enrollment. Canceling the pass code creation will disable all Worx apps from working. For the best experience, create a device pass code BEFORE starting the enrollment.
- Device enrollment is required. Canceling the enrollment process will disable all Secure apps from working
- You must have an active internet connection throughout the entire process or enrollment will fail. Navigate to an external website to verify internet access.
- When opening up a Worx app, it may not automatically refresh new content. Swipe down to refresh the contents of the app.
- Sometimes the Store will get stuck on downloading apps or "Loading Content". Tap the My Apps tab and then tap the Store tab again to resolve the problem. If that doesn't work, sign out of Citrix Secure Hub and sign back in
- iOS notifications are completely separate from the Worx apps. When you read an email, and then immediately view the WorxMail icon on your home screen, the notification number may not update for up to 15 minutes. This is normal.
- OS Updates - The Worx apps are not guaranteed to work with OS updates! It's best to disable automatic updates until the Worx apps are certified to work with the new version
- Supported versions are iOS 8, 9, and 10 - **No other versions are supported**
- The Apple Watch now supports WorxMail notifications. However, some users have reported that the watch requires a passcode after installing Citrix Secure Hub. There currently is not a fix for this scenario.

Installation Instructions:

1. Go to your app store and search for the **Citrix Secure Hub**
2. Download and install the app, then open it up.
3. On the **Allow Citrix Secure Hub to send you notifications** dialog, tap OK
4. Type in **mdm.siumed.edu** in the **Server** field and tap **Next**
5. Type in your AD (SIUMED e-mail) username and password and tap **Next**
6. On the **Install Profile** screen, tap the **Install** button in the upper right-hand corner
7. If your device already had a device pass code, type it in now
8. On the **Warning** screen, tap **Install** in the upper right-hand corner
9. Now, tap the **Install** button that pops up at the bottom of the screen
10. Tap **Done** in the **profile installed** screen
11. On the next **Install Profile** screen, tap the **Install** button in the upper right-hand corner again
12. If your device already had a device pass code, type it in now
13. Now, tap the **Install** button that pops up at the bottom of the screen
14. On the **Warning** screen, tap **Install** in the upper right-hand corner

15. On the **Remote Management** dialog, tap the **Trust** button
 16. On the **Profile Installed** screen, tap the **Done** button in the upper right-hand corner of the screen
 17. When prompted to **Open this page in the Citrix Secure Hub?** Tap open
 18. If you see Apple's **Turn On Location Services** dialog, tap the **Cancel** button, as we do not use any location services. Similarly, if prompted to **allow Citrix Secure Hub to access your location**, you can choose **Deny**.
 19. Tap **OK** to allow VPN configuration in the next dialog.
 20. Tap **Allow** to let **Citrix Secure Hub** add a VPN Configuration. Please note that this is required for the apps to work. Enter your passcode to continue.
- You will now see the **My Apps** page. It will likely start downloading all of the required apps automatically. If it does not, tap **Add Apps from the Store** on your screen and do the following:

1. Tap the 3 horizontal lines in the upper left-hand corner of the app
2. Tap **My Apps**
3. Then tap the 3 horizontal lines again
4. And then tap **Store**
5. Tap each app individually, and one at a time, to install. Tapping on all of them in quick succession can result in download failures.

Wait a few minutes and you'll see multiple dialog boxes pop up labeled **App Installation**. Tap the **Install** button for each of them. All of these apps must be installed in order to use Secure Mail. If you delete any of these apps, your email may stop working on your phone.

1. Required Apps:
 1. Secure Mail - for accessing your Outlook Email
 2. Secure Notes - for accessing Outlook Notes
 3. Secure Tasks - for accessing Outlook Tasks
 4. Secure Web - for accessing URLs sent to you in email
 5. QuickEdit - Used to create and edit Word, Excel, PowerPoint files, and view most PDFs

Un-enrollment Instructions:

*****If you are able to check your email with your phone without issues, please do not do the following.*****

If you are ever unable to connect to mdm.siumed.edu, potentially right after an update to your phone's operating system, you may need to do the following, followed by the installation instructions listed above.

1. From your phone's home screen, Open Settings -> General -> Profiles (& Device Management)
2. Tap XenMobile CA and choose Remove or Delete, then tap MDM Configuration and do the same.
3. Go back to Settings -> Safari
4. Tap Clear History and Website Data.
5. Restart the device.